



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

ROY COOPER  
GOVERNOR

JAMES H. TROGDON, III  
SECRETARY

DATE: April 15, 2018  
TO: Join Legislative Transportation Oversight Committee  
FROM: *for* T. M. Little, PE  
Chief Engineer  
SUBJECT: Citizen Action Request Report

DocuSigned by:  
*Robert Barriem*  
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Pursuant to G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

MAILING ADDRESS:  
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1 SOUTH WILMINGTON STREET  
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## Action Request (AR) Completion Report

March, 2018

### Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	851	537	33	281
	Guardrail Damage	110	82	3	25
	Pothole	2,563	1,872	558	133
	Shoulder Repair	478	370	21	87
Traffic	Signal Malfunction	240	185	19	36
	Signing	390	336	11	43
<b>Total</b>		<b>4,632</b>	<b>3,382</b>	<b>645</b>	<b>605</b>

### Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	39	39	0	0
	Guardrail Damage	4	3	0	1
	Pothole	69	63	4	2
	Shoulder Repair	31	31	0	0
Traffic	Signal Malfunction	3	3	0	0
	Signing	13	13	0	0
<b>Total</b>		<b>159</b>	<b>152</b>	<b>4</b>	<b>3</b>

### Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	50	23	1	26
	Guardrail Damage	1	0	0	1
	Pothole	225	209	14	2
	Shoulder Repair	46	41	0	5
Traffic	Signal Malfunction	7	7	0	0
	Signing	20	20	0	0
<b>Total</b>		<b>349</b>	<b>300</b>	<b>15</b>	<b>34</b>

### Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	228	100	10	118
	Guardrail Damage	2	2	0	0
	Pothole	240	152	84	4
	Shoulder Repair	87	43	18	26
Traffic	Signal Malfunction	9	9	0	0
	Signing	21	21	0	0
<b>Total</b>		<b>587</b>	<b>327</b>	<b>112</b>	<b>148</b>

**Division 4**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	110	51	7	52
	Guardrail Damage	11	5	1	5
	Pothole	88	71	14	3
	Shoulder Repair	34	20	2	12
Traffic	Signal Malfunction	8	8	0	0
	Signing	32	30	0	2
<b>Total</b>		<b>283</b>	<b>185</b>	<b>24</b>	<b>74</b>

**Division 5**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	70	44	4	22
	Guardrail Damage	12	4	1	7
	Pothole	715	303	321	91
	Shoulder Repair	35	22	0	13
Traffic	Signal Malfunction	95	55	18	22
	Signing	47	4	6	37
<b>Total</b>		<b>974</b>	<b>432</b>	<b>350</b>	<b>192</b>

**Division 6**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	79	43	8	28
	Guardrail Damage	1	1	0	0
	Pothole	59	48	11	0
	Shoulder Repair	61	46	0	15
Traffic	Signal Malfunction	5	4	1	0
	Signing	17	13	2	2
<b>Total</b>		<b>222</b>	<b>155</b>	<b>22</b>	<b>45</b>

**Division 7**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	48	36	0	12
	Guardrail Damage	6	0	0	6
	Pothole	107	99	5	3
	Shoulder Repair	40	38	0	2
Traffic	Signal Malfunction	9	9	0	0
	Signing	30	30	0	0
<b>Total</b>		<b>240</b>	<b>212</b>	<b>5</b>	<b>23</b>

**Division 8**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	55	43	0	12
	Guardrail Damage	16	12	0	4
	Pothole	154	146	4	4
	Shoulder Repair	45	37	0	8
Traffic	Signal Malfunction	2	2	0	0
	Signing	19	19	0	0
<b>Total</b>		<b>291</b>	<b>259</b>	<b>4</b>	<b>28</b>

**Division 9**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	70	66	0	4
	Guardrail Damage	7	7	0	0
	Pothole	319	299	20	0
	Shoulder Repair	38	37	0	1
Traffic	Signal Malfunction	7	7	0	0
	Signing	27	26	1	0
<b>Total</b>		<b>468</b>	<b>442</b>	<b>21</b>	<b>5</b>

**Division 10**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	15	1	3
	Guardrail Damage	3	1	1	1
	Pothole	272	172	76	24
	Shoulder Repair	10	7	0	3
Traffic	Signal Malfunction	60	48	0	12
	Signing	49	45	2	2
<b>Total</b>		<b>413</b>	<b>288</b>	<b>80</b>	<b>45</b>

**Division 11**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	9	9	0	0
	Guardrail Damage	13	13	0	0
	Pothole	21	21	0	0
	Shoulder Repair	7	7	0	0
Traffic	Signal Malfunction	4	4	0	0
	Signing	54	54	0	0
<b>Total</b>		<b>108</b>	<b>108</b>	<b>0</b>	<b>0</b>

**Division 12**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	28	27	0	1
	Guardrail Damage	8	8	0	0
	Pothole	143	143	0	0
	Shoulder Repair	16	16	0	0
Traffic	Signal Malfunction	13	11	0	2
	Signing	30	30	0	0
<b>Total</b>		<b>238</b>	<b>235</b>	<b>0</b>	<b>3</b>

**Division 13**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	32	32	0	0
	Guardrail Damage	10	10	0	0
	Pothole	79	79	0	0
	Shoulder Repair	23	23	0	0
Traffic	Signal Malfunction	16	16	0	0
	Signing	16	16	0	0
<b>Total</b>		<b>176</b>	<b>176</b>	<b>0</b>	<b>0</b>

**Division 14**

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	14	9	2	3
	Guardrail Damage	16	16	0	0
	Pothole	72	67	5	0
	Shoulder Repair	5	2	1	2
Traffic	Signal Malfunction	2	2	0	0
	Signing	15	15	0	0
<b>Total</b>		<b>124</b>	<b>111</b>	<b>8</b>	<b>5</b>